

## Prompt Pay Compliance Summary for Processed TennCare Medical and Dental Claims

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b>	<b>99.5%</b>	
	30 Day	60 Day	
Claim Types	Clean Claims	All Claims	Compliance?

### AMERIGROUP Tennessee, Inc.

Processor Block Vision

Region(s): Middle

Vision	1/31/2011	100%	100.0%	<b>YES</b>
Vision	2/28/2011	100%	100.0%	<b>YES</b>
Vision	3/31/2011	100%	100.0%	<b>YES</b>
Vision	4/30/2011	100%	100.0%	<b>YES</b>
Vision	5/31/2011	100%	100.0%	<b>YES</b>
Vision	6/30/2011	100%	100.0%	<b>YES</b>
Vision	7/31/2011	100%	100.0%	<b>YES</b>

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b>	<b>99.5%</b>	
	30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

**AMERIGROUP Tennessee, Inc.**

Processor Affiliate Organization

Region(s): Middle

Medical	1/31/2011	100%	100.0%	<b>YES</b>
Medical	2/28/2011	99%	99.6%	<b>YES</b>
Medical	3/31/2011	100%	99.8%	<b>YES</b>
Medical	4/30/2011	100%	99.9%	<b>YES</b>
Medical	5/31/2011	100%	99.9%	<b>YES</b>
Medical	6/30/2011	99%	99.9%	<b>YES</b>
Medical	7/31/2011	100%	99.9%	<b>YES</b>

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b>	<b>99.5%</b>	
	30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

**AMERIGROUP Tennessee, Inc.**

Processor Tennessee Carriers

Region(s): Middle

Non Emergency Transportation	1/31/2011	90%	99.9%	<b>YES</b>
Non Emergency Transportation	2/28/2011	95%	100.0%	<b>YES</b>
Non Emergency Transportation	3/31/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	4/30/2011	91%	100.0%	<b>YES</b>
Non Emergency Transportation	5/31/2011	92%	99.9%	<b>YES</b>
Non Emergency Transportation	6/30/2011	84%	99.8%	<b>NO</b>
Non Emergency Transportation	7/31/2011	100%	100.0%	<b>YES</b>

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b>	<b>99.5%</b>	
	30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

**Delta Dental of Tennessee, Inc.**

Processor Affiliate Organization

Region(s): All

Dental	1/31/2011	92%	99.6%	<b>YES</b>
Dental	2/28/2011	95%	98.6%	<b>NO</b>
Dental	3/31/2011	84%	98.6%	<b>NO</b>
Dental	4/30/2011	89%	100.0%	<b>NO</b>
Dental	5/31/2011	91%	100.0%	<b>YES</b>
Dental	6/30/2011	100%	100.0%	<b>YES</b>
Dental	7/31/2011	99%	100.0%	<b>YES</b>

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b>	<b>99.5%</b>	
	30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

**DentaQuest of Tennessee, LLC (formerly Doral Dental Tennessee, Inc.)**

Processor Affiliate Organization

Region(s): All

Dental	1/31/2011	100%	100.0%	<b>YES</b>
Dental	2/28/2011	100%	100.0%	<b>YES</b>
Dental	3/31/2011	100%	100.0%	<b>YES</b>

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

TennCare Contractual Requirements and TCA 56-32-126(b)		90%	99.5%	
		30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?

**UnitedHealthcare Plans of the River Valley, Inc.**

Processor    Affiliate Organization

Region(s): East - Risk Contract

Non Emergency Transportation	1/31/2011	89%	97.1%	<b>NO</b>
Non Emergency Transportation	2/28/2011	99%	100.0%	<b>YES</b>
Non Emergency Transportation	3/31/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	4/30/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	5/31/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	6/30/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	7/31/2011	100%	100.0%	<b>YES</b>

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b>	<b>99.5%</b>	
	30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

**UnitedHealthcare Plans of the River Valley, Inc.**

Processor Affiliate Organization

Region(s): East - Risk Contract

Medical	1/31/2011	97%	99.2%	<b>NO</b>
Medical	2/28/2011	99%	99.8%	<b>YES</b>
Medical	3/31/2011	99%	99.9%	<b>YES</b>
Medical	4/30/2011	99%	99.9%	<b>YES</b>
Medical	5/31/2011	100%	99.9%	<b>YES</b>
Medical	6/30/2011	100%	100.0%	<b>YES</b>
Medical	7/31/2011	99%	99.9%	<b>YES</b>

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b>	<b>99.5%</b>	
	30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

**UnitedHealthcare Plans of the River Valley, Inc.**

Processor Spectera, Inc.

Region(s): East - Risk Contract

Vision	1/31/2011	100%	100.0%	<b>YES</b>
Vision	2/28/2011	100%	100.0%	<b>YES</b>
Vision	3/31/2011	100%	100.0%	<b>YES</b>
Vision	4/30/2011	100%	100.0%	<b>YES</b>
Vision	5/31/2011	100%	100.0%	<b>YES</b>
Vision	6/30/2011	100%	100.0%	<b>YES</b>
Vision	7/31/2011	100%	100.0%	<b>YES</b>



The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b>	<b>99.5%</b>	
	30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

**UnitedHealthcare Plans of the River Valley, Inc.**

Processor Affiliate Organization

Region(s): Middle

Non Emergency Transportation	1/31/2011	96%	99.0%	<b>NO</b>
Non Emergency Transportation	2/28/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	3/31/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	4/30/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	5/31/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	6/30/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	7/31/2011	100%	100.0%	<b>YES</b>

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b>	<b>99.5%</b>	
	30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

**UnitedHealthcare Plans of the River Valley, Inc.**

Processor Affiliate Organization

Region(s): Middle

Medical	1/31/2011	97%	99.3%	<b>NO</b>
Medical	2/28/2011	99%	99.8%	<b>YES</b>
Medical	3/31/2011	99%	100.0%	<b>YES</b>
Medical	4/30/2011	100%	99.9%	<b>YES</b>
Medical	5/31/2011	100%	99.7%	<b>YES</b>
Medical	6/30/2011	100%	100.0%	<b>YES</b>
Medical	7/31/2011	99%	100.0%	<b>YES</b>

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>		<b>90%</b>	<b>99.5%</b>	
		30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?

**UnitedHealthcare Plans of the River Valley, Inc.**

Processor Spectera, Inc.

Region(s): Middle

Vision	1/31/2011	100%	100.0%	<b>YES</b>
Vision	2/28/2011	100%	100.0%	<b>YES</b>
Vision	3/31/2011	100%	100.0%	<b>YES</b>
Vision	4/30/2011	100%	100.0%	<b>YES</b>
Vision	5/31/2011	100%	100.0%	<b>YES</b>
Vision	6/30/2011	100%	100.0%	<b>YES</b>
Vision	7/31/2011	100%	100.0%	<b>YES</b>

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

TennCare Contractual Requirements and TCA 56-32-126(b)		90%	99.5%	
		30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?

**UnitedHealthcare Plans of the River Valley, Inc.**

Processor    Affiliate Organization

Region(s): West

Non Emergency Transportation	1/31/2011	97%	99.4%	<b>NO</b>
Non Emergency Transportation	2/28/2011	99%	99.8%	<b>YES</b>
Non Emergency Transportation	3/31/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	4/30/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	5/31/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	6/30/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	7/31/2011	100%	100.0%	<b>YES</b>

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b>	<b>99.5%</b>	
	30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

**UnitedHealthcare Plans of the River Valley, Inc.**

Processor Affiliate Organization

Region(s): West

Medical	1/31/2011	97%	99.0%	<b>NO</b>
Medical	2/28/2011	99%	99.7%	<b>YES</b>
Medical	3/31/2011	99%	99.9%	<b>YES</b>
Medical	4/30/2011	100%	99.9%	<b>YES</b>
Medical	5/31/2011	100%	99.9%	<b>YES</b>
Medical	6/30/2011	100%	100.0%	<b>YES</b>
Medical	7/31/2011	100%	100.0%	<b>YES</b>

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>		<b>90%</b>	<b>99.5%</b>	
		30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?

**UnitedHealthcare Plans of the River Valley, Inc.**

Processor Spectera, Inc.

Region(s): West

Vision	1/31/2011	100%	100.0%	<b>YES</b>
Vision	2/28/2011	100%	100.0%	<b>YES</b>
Vision	3/31/2011	100%	100.0%	<b>YES</b>
Vision	4/30/2011	100%	100.0%	<b>YES</b>
Vision	5/31/2011	100%	100.0%	<b>YES</b>
Vision	6/30/2011	100%	100.0%	<b>YES</b>
Vision	7/31/2011	100%	100.0%	<b>YES</b>

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b>	<b>99.5%</b>	
	30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

**Volunteer State Health Plan, Inc., d/b/a BlueCare**

Processor Care Centrix

Region(s): East - Risk Contract

DME	1/31/2011	37%	100.0%	<b>NO</b>
DME	2/28/2011	63%	99.2%	<b>NO</b>
DME	3/31/2011	88%	99.9%	<b>NO</b>
DME	4/30/2011	96%	98.6%	<b>NO</b>
DME	5/31/2011	97%	100.0%	<b>YES</b>
DME	6/30/2011	90%	99.8%	<b>YES</b>
DME	7/31/2011	90%	98.7%	<b>NO</b>

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b>	<b>99.5%</b>	
	30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

**Volunteer State Health Plan, Inc., d/b/a BlueCare**

Processor Affiliate Organization

Region(s): East - Risk Contract

Medical	1/31/2011	94%	99.9%	<b>YES</b>
Medical	2/28/2011	98%	99.9%	<b>YES</b>
Medical	3/31/2011	99%	99.9%	<b>YES</b>
Medical	4/30/2011	99%	100.0%	<b>YES</b>
Medical	5/31/2011	99%	100.0%	<b>YES</b>
Medical	6/30/2011	99%	100.0%	<b>YES</b>
Medical	7/31/2011	99%	100.0%	<b>YES</b>



The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

TennCare Contractual Requirements and TCA 56-32-126(b)		90%	99.5%	
		30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?

**Volunteer State Health Plan, Inc., d/b/a BlueCare**

Processor Southeastrans

Region(s): East - Risk Contract

Non Emergency Transportation	1/31/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	2/28/2011	98%	98.8%	<b>NO</b>
Non Emergency Transportation	3/31/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	4/30/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	5/31/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	6/30/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	7/31/2011	100%	100.0%	<b>YES</b>

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b>	<b>99.5%</b>	
	30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

**Volunteer State Health Plan, Inc., d/b/a BlueCare**

Processor Care Centrix

Region(s): West

DME	1/31/2011	30%	99.9%	<b>NO</b>
DME	2/28/2011	69%	99.4%	<b>NO</b>
DME	3/31/2011	85%	99.7%	<b>NO</b>
DME	4/30/2011	96%	98.3%	<b>NO</b>
DME	5/31/2011	96%	99.9%	<b>YES</b>
DME	6/30/2011	91%	99.8%	<b>YES</b>
DME	7/31/2011	90%	99.1%	<b>NO</b>

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b>	<b>99.5%</b>	
	30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

**Volunteer State Health Plan, Inc., d/b/a BlueCare**

Processor    Affiliate Organization

Region(s): West

Medical	1/31/2011	93%	99.9%	<b>YES</b>
Medical	2/28/2011	98%	99.9%	<b>YES</b>
Medical	3/31/2011	99%	100.0%	<b>YES</b>
Medical	4/30/2011	99%	100.0%	<b>YES</b>
Medical	5/31/2011	99%	99.9%	<b>YES</b>
Medical	6/30/2011	99%	100.0%	<b>YES</b>
Medical	7/31/2011	99%	99.9%	<b>YES</b>

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b>	<b>99.5%</b>	
	30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

**Volunteer State Health Plan, Inc., d/b/a BlueCare**

Processor Southeastrans

Region(s): West

Non Emergency Transportation	1/31/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	2/28/2011	98%	99.6%	<b>YES</b>
Non Emergency Transportation	3/31/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	4/30/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	5/31/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	6/30/2011	99%	100.0%	<b>YES</b>
Non Emergency Transportation	7/31/2011	99%	100.0%	<b>YES</b>

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b>	<b>99.5%</b>	
	30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

**Volunteer State Health Plan, Inc., d/b/a TennCare Select**

Processor Care Centrix

Region(s): All

DME	1/31/2011	67%	100.0%	<b>NO</b>
DME	2/28/2011	84%	99.5%	<b>NO</b>
DME	3/31/2011	95%	99.8%	<b>YES</b>
DME	4/30/2011	96%	98.9%	<b>NO</b>
DME	5/31/2011	95%	100.0%	<b>YES</b>
DME	6/30/2011	95%	99.3%	<b>NO</b>
DME	7/31/2011	85%	98.4%	<b>NO</b>

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b>	<b>99.5%</b>	
	30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

**Volunteer State Health Plan, Inc., d/b/a TennCare Select**

Processor Affiliate Organization

Region(s): All

Medical	1/31/2011	92%	99.7%	<b>YES</b>
Medical	2/28/2011	97%	99.9%	<b>YES</b>
Medical	3/31/2011	98%	99.9%	<b>YES</b>
Medical	4/30/2011	99%	99.9%	<b>YES</b>
Medical	5/31/2011	99%	99.8%	<b>YES</b>
Medical	6/30/2011	99%	99.9%	<b>YES</b>
Medical	7/31/2011	98%	99.9%	<b>YES</b>

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>		<b>90%</b>	<b>99.5%</b>	
		30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?

**Volunteer State Health Plan, Inc., d/b/a TennCare Select**

Processor Southeastrans

Region(s): All

Non Emergency Transportation	1/31/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	2/28/2011	100%	99.8%	<b>YES</b>
Non Emergency Transportation	3/31/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	4/30/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	5/31/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	6/30/2011	100%	100.0%	<b>YES</b>
Non Emergency Transportation	7/31/2011	100%	100.0%	<b>YES</b>